

Minutes of Board Meeting  
March 13, 2019  
10:00 a.m.  
Conference Call

**Present**

David Connell, Chairman  
Jeff Markey, Vice Chairman  
Jeff Wigington, Secretary  
Rachel Little  
Hubert Parker  
Jim Cole  
Wallace Coopwood  
Bob Pierce

**Not Present**

Britt Fleck

Also attending the meeting via conference call was Kimberly Daniel from the State Attorney General's Office. Members of the DDS Staff were present at DDS Headquarters.

**Establish Quorum/Call to Order**

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:00 a.m.

**Approval of Minutes**

Chairman Connell called for a motion regarding the Minutes from the February 13, 2019, Board meeting. A motion was made by Hubert Parker to approve the regular meeting minutes as presented; Wallace Coopwood seconded the motion with unanimous approval by the remaining Board members.

**Commissioner's Report**

Commissioner Moore greeted the Chairman and members of the Board and thanked them for being on the call. He recognized Crandall Heard who is the agency's new Deputy General Counsel. Crandall has been described as a "double dog," as he attended UGA for his undergraduate and law degree. The agency is excited to have him onboard. The Commissioner also welcomed Tahlia Elliott who works in PMO. He said she is doing an awesome job for us and has only worked for the agency a few months.

Commissioner Moore introduced Shevondah Leslie to present an update regarding the legislative session as it pertains to DDS. We are in day 31 of the legislative session, and as of Monday, the Commissioner had finished presenting at all of the appropriations meetings. He informed the Board that the Governor signed the amended 2019 budget on Tuesday and that it was very positive for DDS. The agency's budget increased by \$1,620,000, allowing the DDS to accomplish several important things. The agency is appreciative of Governor Kemp as well as the House and the Senate, for helping provide the funds to help the agency.

Shevondah Leslie (Governmental Affairs and Communications Director) provided an update on the Legislative Session:

- DDS has been tracking House Bill (HB) 113, which is sponsored by Representative John Carson; however, it was not approved prior to crossover day, which was March 7. The bill aimed to correct an inadvertent mistake made last year when the “hands-free” law was passed. Because the current legislation does not cover children under the age of 18, HB 113 attempted to correct that omission by preventing anyone under the age of 18 from using a phone.
- HB 459 is being sponsored by Representative Ginny Ehrhart and did cross over. It requires local school boards to submit the names and driver’s license numbers of all school bus drivers or anyone who has the potential of driving a school bus to the Department of Public Safety twice a year.
- HB 471 is sponsored by Representative Steven Sainz and did crossover. HB 471 and Senate Bill (SB) 208 are implied consent notices. They try to correct the recent Supreme Court ruling by removing the word “breath” for the consent to Drug and Alcohol testing by someone that is stopped and suspected to be driving under the influence.
- SB 212, which is being carried by Representative P.K. Martin, did crossover. SB 212 authorizes certain licensed driver training schools to administer on-the-road driving skills test to customers. It provides for a combination of driver education classes to be taken in person or online.

Commissioner Moore provided an update on the statewide Fastest Typist Contest Finale:

- On March 6<sup>th</sup>, at the Atlanta CSC, several team members competed to determine the fastest typist for the state. Atlanta is a great location to host this event because all the fastest typist are there on the busiest day, and this helps to clear the room quickly.
- Commissioner Moore showed pictures of the winners from their respective districts holding their trophies.
  - 1st Place winner – Jessica Carl – District 5 – Decatur – Time 2:33. This mark two consecutive years that Decatur has won the competition.
  - 2nd Place winner – Toral Patel – District 3 – Alpharetta – Time 2:48
  - 3rd Place winner – Quianna Kearse – District 9 – Savannah – 3:08
- The Commissioner gave special recognition to Field Operations Division Director Kecia Bivins, Deputy Director Pierre Miles, the District Managers, and Governmental Affairs and Communications Director Shevondah Leslie and her team for helping to make this an exceptional event to recognize our team members.
- The theme for 2019 was the “DDS Museum of Art.” During the presentation of the winners, the DDS film crew was able to show where they filmed at the High Museum and incorporated agency items within the Museum. The Communications team did an awesome job putting that together.

Deborah Moore (HR Director) provided an update on the T-shirt design contest:

- This is the departments second year having this event and it went really well last year and was even better this year. Twenty-nine team members entered a design in the contest, and those were narrowed down to the top five, which were voted on by the entire agency. A total of 749 people cast votes this year, which is 200 more than voted last year. The winning design had 366 of 749 votes, which is over 48% of the total.
- The winning design was submitted by Thalia Elliot in the PMO office. This is the second year that someone from PMO has won the contest. We hope the shirts will be ready by the next Board meeting so that the Board can see them in person.

George Theobald (PMO) provided an update on Card Production Services:

- George commended the group's accomplishments and commended Juenesse Holman, who is leading the agency's Change Management efforts.
- Card Production Services Project Status:
  - System development is complete
  - System Testing is substantially complete
  - DDS Document Imaging System has been successfully upgraded
  - DDS Verification testing has started
  - Focus Groups to obtain feedback for business partners conducted
  - Organizational Change Management (OCM) baseline survey conducted
  - Importing of 20 years of legacy data and images continues
  - Georgia Card Factory build-out is substantially complete
  - Card Stress and Durability Testing is complete
  - Development of the Training Curriculum continues
  - Rollout and training schedule have been completed
- Card Production Services Future Milestones:
  - Verification Testing – March 6, 2019
  - User Acceptance Testing – March 22<sup>nd</sup> to April 30, 2019
  - CSC Pilot\* – May 8<sup>th</sup> to May 29, 2019
  - Conyers, Kennesaw, Dublin, Macon, Helena, Gainesville, Norcross, Fayetteville, Reidsville, Warner Robbins, Swainsboro, and Sandersville
  - Statewide Rollout – May 30<sup>th</sup> to June 26, 2019
  - On-Line Services – After last CSC is installed

Brett Young (PMO Director) provided an update on DRIVES:

- Brett explained the need for DRIVES by stating that the current system was created using Cobol. The system we currently use is Cobol. The usability of different programs lacks efficiency and relies on primitive application development tools that can't keep pace with technology.
- The projected timeline for DRIVES:
  - 2019
    - May – Phase 1 Go Live
    - June – Phase 1 Post-Production Support / Phase 2 (DDS) Starts
    - September – Phase 2 Base Configuration
    - September/October – DDS Kickoff Event
    - November – Phase 2 Development Starts
  - 2020
    - February – Phase 2 Testing Starts
    - April – Training (Development) Starts
  - 2021
    - January – Phase 2 Go-Live
    - May – End of Hold Back Period

Bob Griffin (CFO) provided an update on Facilities:

- Bob updated the Board on three of the agency's biggest projects, which are the move of the Jackson CSC, the Conyers FAST build-out, and the additional parking for the Atlanta CSC.
- The Jackson CSC currently is in a temporary location, following the move mentioned during the last Board meeting. Spending was minimized; however, the agency did have to purchase new counters, which will transition to the new site.
- Approximately 9,000 sf will be built out in the 2201 HQ building to accommodate 40 FAST employees and 20 DDS employees. Although slow to start, the project is moving forward. The air conditioners were installed yesterday, and the sprinkler system is being installed today. Pictures will be provided at the next meeting, and DDS is looking forward to a grand opening.
- Regarding the Atlanta parking lot, the DDS purchased property in December, and we are working with the Georgia State Financing and Investment Commission (GSFIC) to determine the best route for site development.

Commissioner Moore provided a performance update and said that all 67 CSC locations are doing well, in comparison to previous years. Although we served fewer customers in February of this year than in February of last year, the agency achieved a statewide wait-time of 8:44 minutes, which is less than 10 minutes from the time a customer receives a ticket to the time he/she gets to the counter.

Commissioner Moore informed the Board that DDS receives a lot of feedback through the DDS website, the Contact Center, and through direct contact. He also receives email and messages from customers about their service. In a recent post on social media, one customer commented that he received his license in seven minutes. He said the staff was courteous and very helpful, and asked, "What's next.... postal workers being happy?" Those types of messages indicate that our staff is doing a very good job serving customers.

The Commissioner is pleased that the agency has been able to encourage customers to move to new technology platforms, as another 5,000 on-line mobile accounts and 36,964 on-line services accounts have been created. Many of those customers are completing transactions through these platforms, which mean fewer customers travel to a CSC. We do not have fewer customers; we are simply serving them in a different manner. Renewals seem to account for the majority of mobile and online transactions, and the agency prefers that all renewals be handled online in the future. The agency also is working on an initiative to allow customers over the age of 64, who statutorily are required to take an eye exam, to renew their licenses online by submitting a physician's statement disclosing the type of lenses the customer must wear.

The number of customers providing feedback continues to grow, and a total of 8,224 customers responded to the email survey after visiting a center. Questions include, "Was our staff courteous and knowledgeable?" and, "Was our facility clean and adequate?" We continue to receive overwhelmingly positive responses.

### **Rules for Initial Approval**

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-1-.01** Assignment of Customer Identification Number

Bob Pierce moved to approve the final rules for adoption; Wallace Coopwood seconded the motion with unanimous approval by the remaining Board members.

### **Rules for Final Approval**

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-5-4-.034** General Regulations

Jeff Markey moved to approve the final rules for adoption; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

### **Citizen Waivers**

1. Margaret Aretha Jennings – She is seeking a Georgia driver's license in the name of Margaret Aretha Jennings. She is 47 years old. She has never had an amended birth certificate to correct her last name to her mother's maiden name or to correct the misspelling of her first name. Her biological father was never in her life, so she has never used his last name. She submitted her birth certificate (mother's name – Emma Pearl Jackson; as she has gone by her mother's last name since birth), school records from 1976 and 1984, child's birth certificate, marriage record (married Robert Lee Jennings), adult school record (maiden name-Jackson), valid Florida license, and Social Security (S/S) card.

Wallace Coopwood motioned to approve the waiver; Hubert Parker seconded the motion with unanimous approval by the remaining Board members.

2. Darlene Jefferson McDonald – She is seeking a Georgia driver's license in the name of Darlene Jefferson McDonald. She is 61 years old. She is unable to find an original or amended birth certificate and was adopted before the age of one year. No legal documents were created in reference to the adoption. She submitted her school records (parent names – Virginia Jefferson and Willis Jefferson), her high school Diploma, marriage record (married Crandell McDonald), child's birth certificate, expired Maryland driver's license, medical record, Numident (parent names – Virginia Brown (maiden) and Willis Jefferson), and S/S card.

Bob Pierce motioned to approve the waiver; Wallace Coopwood seconded the motion with unanimous approval by the remaining Board members.

3. Connie Trent – She is seeking a Georgia driver's license in the name of Connie S. Trent. She is 60 years old. Her original name change was at the age of two. She submitted her birth certificate (mother's name – Velora Ann Romine), school records (parent names – James and Velora Moore), immunization record (mother's name – Velora Ann Moore), marriage license (married Ronald Levon Smith), divorce decree (returned to former name – Connie Sue Moore), marriage license (married Roger Lynn Trent), child's birth certificates, S/S card, expired Illinois driver's license, and mother's birth certificate (mother's name – Velora Ann Romines).

Hubert Parker motioned to approve the waiver; Wallace Coopwood seconded the motion with unanimous approval by the remaining Board members.

### **New or Old Business**

The next Board meeting will be held on April 10, 2019. Board member Britt Fleck will be one of the honorees for Woman of the Year.

### **Adjournment**

There was no further business to discuss; Chairman David Connell called a motion to adjourn. A motion was made by Wallace Coopwood and seconded by Jim Cole with unanimous approved by the Board.

Respectfully Submitted,

  
Jeff Wigington